

Developmental Disabilities Division
Region IV - Helena Office
3075 N. Montana Ave.
Helena, MT 59601
406-444-1714

June 1, 2004

Greg Gould, Chairperson
Helena Industries Board of Directors
1325 Helena Ave.
Helena, MT 59601

Dear Mr. Gould:

Enclosed is the Summary Report of the Comprehensive Evaluation for Helena Industries conducted by me November 2001 through March 2004.

Helena Industries deserves commendation for the quality services provided for persons with developmental disabilities in the Helena area. During my visits to the facility, I have noted many positive interactions occurring between the staff and consumers. The staff are always courteous and encouraging. At individual planning meetings, staff have been prepared and professional. The positive attitude and enthusiasm of the staff carries on to the consumers. Individuals in your services demonstrate pride and satisfaction in their work and in earning a paycheck.

There are no corrective actions noted in this year's evaluation. I feel the willingness and motivation to continually improve the facility and programming contributes to the positive attitudes of staff and consumers at Helena Industries.

Rather than conducting intense reviews for short periods, I will continue to monitor your program on an ongoing basis. The next formal review of Helena Industries should occur in 2005. Should you have any questions regarding this process please feel free to call me at 444-1715.

Sincerely,

Paul Kindt
Quality Improvement Specialist

CC: Tim Plaska, Community Services Bureau Chief
Larry Lovelace, Regional Manager/file
Wally Melcher, Executive Director

COMPREHENSIVE EVALUATION

SUMMARY REPORT

for

**HELENA INDUSTRIES
1325 HELENA AVE.**

**EVALUATION CONDUCTED
NOVEMBER 2001 thru MARCH 2004**

by

**PAUL KINDT
QUALITY IMPROVEMENT SPECIALIST**

SUMMARY REPORT

Scope of Review

The following information is provided as a comprehensive assessment of services provided by Helena Industries for individuals with developmental disabilities. The period of time covered by this evaluation is November 2001 through March 2004. During this period the method of evaluating services has changed from a periodic review to an ongoing appraisal. This report is to serve as a summary of observations made throughout the period assessed.

General Areas

ADMINISTRATIVE

Board Governance

As an agency, Helena Industries is governed by a Board of Directors. The board is active in overseeing and approving changes or improvements in facilities and services. In addition to the board, the corporation is under the direct management of a full-time President/Chief Executive Officer.

Fiscal Management

A review of the current billing invoices was conducted. This was compared with attendance records to note accuracy of records. No discrepancies were noted. Helena Industries maintains a detailed and consistent attendance reporting system to assure that clients are compensated for all time actually worked.

Year end financial reports have consistently been received in a timely manner. An audit conducted by Junkermier, Clark, Campanella, Stevens, P.C. certified public accountants found that "Helena Industries Inc. complied, in all materials respects, with the requirements" for each of the federal programs contained in the *Government Auditing Standards*. A review by the state Audit and Compliance Bureau also determined, "There are no findings or questioned costs in the report."

Larry Lovelace, the Region IV Manager for Developmental Disabilities, states that the fiscal staff is exceptional. "Bill Woon is very receptive and accurate. He is good to work with."

Program Policies/Procedures

Helena Industries has updated its internal policy and procedure manual. All policies required by the Developmental Disabilities Program and other state and federal agencies are included. In addition, their consumer handbook for in-facility and community services has been rewritten and updated.

Significant Events

It was noted in fiscal year 2002, that Helena Industries had formed partnerships with ten additional employers in the Helena area. Relationships established with local

businesses continue to generate employment opportunities for individuals with disabilities. The benefits to the community and the individual are evident when individuals are allowed to demonstrate their abilities.

Helena Industries continues to expand their service offerings. During the term of this report, they have applied for and received approval from the Developmental Disabilities Program as a qualified provider for supported living services. Currently, the agency has not contracted to serve anyone in this service option. This demonstrates the corporation's drive to aggressively pursue opportunities to improve and expand service for individuals with developmental disabilities.

Licensing and Accreditation

Helena Industries is accredited under the CARF program. Their last certification was for the maximum three years term. A survey by CARF accreditation team is scheduled for the fall of 2004.

The Helena Industries Director of Programs is a CARF surveyor. His exposure in this area provides the agency with information regarding the latest trends and developments in the service delivery system.

Specific Services Reviewed

Work/Day/Community Employment

The Helena Industries complex is made up of four distinct vocational work sites. These include; Benchmark, the Mail Center, the Box Plant and the Wood Shop. In addition, the Learning Center is set aside to provide specialized training and to conduct menial job tasks such as paper shredding and rubber band sorting. The staff of Helena Industries supported employment program provides the support necessary to allow twenty-seven individuals to maintain employment throughout the Helena community. The jobs supported through this program are varied. Individuals may work as part of a janitorial crew or secure employment in one of the area's local businesses. The level of support provided is based on the needs of the individual. Staff may provide intermittent visits to the individual's work site, or they may provide on-site assistance to monitor and intervene as needed.

The Learning Center continues to expand and improve the offerings available. Classes offered include literacy, driver's education, math skills and computer training. The center also provides an area where individuals complete small contract work. This area is also used for leisure activity if individuals, due to health or safety concerns, are unable to engage in their usual work production.

Helena Industries has partnered with other area providers to conduct social skills groups. Currently there are three groups meeting to facilitate understanding of boundaries and socially acceptable behavior.

Another collaborative effort has been established with the Montana State University Extension Service. In conjunction with the Food Stamp program, the extension agency

has provided nutrition education classes at the Helena Industries facility.

Health and Safety

Medical Care (External): Helena Industries has a policy in effect regarding the transport of an individual to their personal physician or the emergency room for treatment. In addition, there is an interagency agreement between Helena Industries, Spring Meadow Resources, Westmont and Family Outreach regarding the coordination of an individual's medical care. Such agreements have proven beneficial, particularly if an injury or illness occurs while the individual is at work.

Medical Care (Internal): All medications are kept in a locked cabinet and clearly marked as to medication, name, and dosage. Helena Industries has adopted the Developmental Disabilities Policy as their standard in the area of medication administration. A review of medication administration indicated that only certified staff assisted with medications.

Facility: All fire extinguishers were inspected and current on their charge. Fire drills are conducted on a routine basis.

Personnel/Hiring/Training

Staff, who work directly with persons whose services are funded through the Developmental Disabilities Program, complete an orientation that prepares them for the duties of their position. The training includes health & safety, individual rights, incident reporting & abuse, neglect and exploitation. All direct care staff are required to maintain certification in Mandt, First Aid and CPR. Those assisting with medication administration are also required to maintain certification through the Developmental Disabilities Program. Helena Industries currently has three staff with this certification. Periodic training on a variety of topics is provided for all staff throughout the year.

IP Planning/Preparation

Staff at Helena industries comply with the state rule regarding individual planning. Initial assessments completed within 30 days of entering services. Annual reassessments are to be completed prior to an individual's planning meeting. The assessments reviewed were thorough and generally completed within required time lines.

Training/Service Objectives

A review of training and service objectives indicated they were tracked and documented in each individual's file. Quarterly reviews of progress were completed and forwarded to case managers in a timely manner. Helena Industries also utilizes a peer review process in which co-workers review a specified number of files for completeness and accuracy.

Activities

In addition to employment, Helena Industries provides a wide range of related services to the individuals they serve. Incidental training is provided for job interviewing, proper hygiene, interpersonal relationship building and other skills necessary for maintaining

employment. The Learning Center is available for instruction in math, computers and reading skills for those with identified needs. A course of instruction for the written portion of the driver's licensing is also available. Helena Industries also provides periodic leisure and recreation events for individuals in their services. Such events include a Christmas dinner and a summer picnic.

Facility

Reviews were conducted throughout the main plant, office and wood products; the mailroom and Benchmark:

Main Plant: The office areas and meeting rooms are clean and well maintained. The building exterior is attractively painted and shows little deterioration. Curb cut-outs have increased accessibility to the facility.

Wood Products: The main work area is comparable to most factory or other manufacturing type facilities. Temperatures inside the woodshop are comfortable. It was noted that during warm weather, outside doors may be left open to provide ventilation. Power tools have appropriate safe guards and no worn cords were noted. Ventilation systems are adequate and functioning. The dust collection system is operational and functions well. Aisle ways are clearly marked and kept free of clutter. Cleaning supplies are adequately stored away from food products and hot water temperatures are maintained below 120' F. The alarm system was upgraded since the last evaluation. A new office area has been added to the shop. This office is more centrally located and has a good view of the work floor.

Benchmark: The exterior of the facility is clean and well kept. The interior of the building is clean, neat and well organized for the type of work done there. The fire exits are clearly marked and fire extinguishers had recently been serviced. Aisle are marked and for the most part kept clear of obstacles. Workstations are well set up and the sewing machines are well maintained.

Mailroom: This area shares the building with Benchmark. The building is generally well maintained. The interior of the building is well maintained and the workspace is well organized. The main concern for this area is the cyclic nature of the job tasks. Employees often have little work to occupy them and often spend time engaged in choice activities or socializing.

Supported Employment

Under the Developmental Disabilities Program, Helena Industries serves twenty-six individuals in supported employment throughout the Helena area. Some are employed in full-time positions, while others choose to work part-time. Another group splits their work hours between community jobs and working in the Helena Industries facility.

Incident Reporting/Responses

Helena Industries reports all incidents required by policy to the appropriate individuals. Generally such reports are within required time lines. The immediate responses to

incidents are appropriate. Staff have requested individual planning meetings be convened when incidents are of a nature that necessitates such participation. Helena Industries employees routinely contact other service providers, case managers and quality improvement specialists on matters of mutual concern.

Dignity and Respect

All individuals served at Helena Industries are treated with a high degree of dignity and respect. All direct support staff are training in the David Mandt techniques. Concerns or problems are dealt with in a professional manner, taking into account the feelings and needs of the people involved. When individuals experience behavior difficulties in the working environment, intervention is provided through alternative activities and/or counseling. The staff are knowledgeable and demonstrate genuine empathy and concern for the individuals they work with. The positive effect of such intervention often helps to minimize the impact of these behaviors on other individuals served.

Choice/Independence/Responsibility

Individuals are provided as much choice as possible within the parameters available at Helena Industries. They are often allowed to rotate or try different jobs upon request. People are encouraged to develop and perfect their skills on each job, thus gaining independence as well as responsibility. The individuals served by Helena Industries take a very active role in effecting change. They are directly represented on the Voice Committee. In addition, all individuals are provided the opportunity to contribute their input by completing the consumer satisfaction survey conducted in conjunction with their annual planning meeting.

Integration/Family/Friends

Families and friends are often included as members of the planning team. It is the choice of the individual whether their presence is desired or allowed. Participation of those important to the individual is helpful in developing and formulating a comprehensive plan. Family and friends are encouraged to tour the Helena Industries facilities with staff.

The results of annual employee satisfaction surveys completed in 2003 indicate that 69% of the individuals working in this facility feel they are paid fairly. Yet 97% indicated satisfaction with their job and were happy in the current position. For those employed in the community the fair compensation was at 94%, while job satisfaction was at 100%. The average annual earnings for individuals served in the three facility based work sites were broken down to an hourly rate. Over the past year, the hourly rates for Helena Industries in house workers were; Benchmark \$2.35, Mailroom \$1.79, and Wood Products \$2.34.

Community Supports

Helena Industries currently serves three individuals under this program. The services purchased by all recipients are vocationally related. Two individuals purchase half-time

services through the Helena Industries facility. One works in house and the other has a position in the community. Both indicated satisfaction with their vocational services. One recently asked for a service exchange to increase her work hours. The other Community Supports agreement has been utilized by an individual to find vocational activity in Townsend. The individual has held a variety of positions with the assistance of supported employment staff. His latest plan has utilized the funding to develop a leather craft business providing self-employment. Indications are he is very pleased with the services provided under this program.

Case Management Services

Consumer satisfaction surveys indicate that individuals and their family members are highly satisfied with the services they receive from Helena Industries case managers. In the areas of availability, assistance, encouragement of choice and decision-making, case managers rated above the 95th percentile. These areas indicate case managers enabling and encouraging individuals to decide and express what is important in their lives. Personal observations of case managers when conducting individual planning meetings indicate they are well prepared and thorough.

CONCLUSION:

This evaluator appreciates the cooperation of all Helena Industries staff in conducting this evaluation. Staff surveyed answered questions accurately and completely. The staff of Helena Industries demonstrate a sincere commitment to providing the best services possible to the individuals they serve. Their commitment is reflected in the corporation's continuing efforts to modify programming and improve the physical environment. Such a willingness to advance and change provides a direct benefit to the people with developmental disabilities they serve and the developmental disabilities service system as a whole.